

Bulletin 84

**NOTICE TO POLICYHOLDERS REGARDING FILING OF COMPLAINTS WITH
INSURANCE DEPARTMENT -- REVISION OF EXAMPLE NOTICE [BULLETIN 63]**

April 7, 1995

The Department is revising the previous "Notice to Policyholders -- Example" attached to Bulletin 63.

Bulletin 63 was issued in response to the enactment of the Unfair Claim Settlement Practices Act, P.L. 149-1990, found at IC 27-4-1-5.6. IC 27-4-1-5.6 requires every insurer to notify its policyholders of the remedies included in that section at the time the policy is issued. IC 27-4-1-5.6 and Bulletin 63 remain in force.

Attached to Bulletin 63 was an example of a notice to policyholders containing the information required under IC 27-4-1-5.6(d). The Department is hereby revising the example notice and recommending the use of the attached example.

The revised form suggests that policyholders contact their insurance agent or insurance company regarding claims, questions, or problems before contacting the Department. The revised form also indicates that complaints to the Department should be directed to the Consumer Services Division.

Donna D. Bennett
Insurance Commissioner

Withdrawn

NOTICE TO POLICYHOLDERS -- EXAMPLE

We are here to serve you. . .

As our policyholder, your satisfaction is very important to us. If you have a question about your policy, if you need assistance with a problem, or if you have a claim, you should first contact your insurance agent or us at [company phone number]. Should you have a valid claim, we fully expect to provide a fair settlement in a timely fashion.

Should you feel you are not being treated fairly with respect to a claim, you may contact the Indiana Department of Insurance with your complaint.

To contact the Department, write or call:

Consumer Services Division
Indiana Department of Insurance
311 West Washington Street, Suite 300
Indianapolis, IN 46204-2787
317-232-2395 or 1-800-622-4461